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Service Offerings

Quartet provides fully managed ITT services to Small to Medium Sized Enterprises (SMEs) in commercial office buildings. These services include:

- **Desktop and Network** – integrated LAN and desktop management, including standard office software, data storage, backup, virus protection, troubleshooting and support.

- **Network-Ready Internet** – high-speed data and Internet access services including firewall security management.

- **Integration Services** – qualified, professional consulting assistance to handle system analysis, design and implementation through Quartet's Integration Services group.

- **Application Service Provisioning (ASP)** – ASP offerings for various software applications and web-hosting services.

- **Telephony** – a complete telecommunications package, from handsets to switches, including local and long distance service, data and fax transmission and voice mail.

- **Next Generation Products Under Development** – the Local Area Portal™ which is the clients' work hub from which they can conveniently access their network files, emails, company information, building information, InfoConcierge® requests and the World Wide Web.

These services are provided on an à la carte basis and are charged, with the exception of Integration Services as a set monthly fee. All of these services are supported through customer training programs, a common billing system, a central customer care system, and a common set of support personnel, including personalized in-building InfoConcierge® staff who are available in each building, all day, every day.

Desktop and Network: Utilizing some of the most sophisticated server technology available, Quartet's desktop and network management customers achieve access to fail-safe servers that are protected by anti-virus software. Quartet's desktop and network management services include troubleshooting, partitioned file and print sharing, and data storage. Access to Quartet's in-building support service, the InfoConcierge®, and Customer Care Center; ensure that Quartet's customers minimize the productivity losses that normally plague all businesses, but most particularly the SMEs.

Network-Ready Internet: Quartet's dedicated Network-Ready™ access to high-speed data and Internet service is architected to eliminate many of the bottlenecks which traditional ISP and data service providers encounter. Beyond simply offering faster speeds at reduced costs, Quartet ensures that proper security management protects its customers' networks and data. Sophisticated firewall technology is deployed in all Quartet serviced buildings to prevent corruption from outside sources. Virtual Private Network (VPN) solutions are further offered for customers who wish to access their business networks from remote locations. Other services offered include e-mail accounts and domain name registration, domain management and hosting. In addition, the ASP services are highly complementary and take advantage of Quartet's secure high-speed Internet architecture.

Integration services: These services encompass both ongoing fee-for-service work performed by the InfoConcierge®, such as moves, adds and changes, as well as installation and customization work and larger consulting project work. All consulting work is performed by Quartet's Integration Services group, who have

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extensive consulting experience in business applications and integration work, process analysis and redesign, technology strategy, training and voice, data and applications implementation. Quartet is in the unique position to provide consulting expertise with direct knowledge of the existing systems environment and history. This in turn means solutions delivery that better fits business needs through greater and faster understanding. The relationships Quartet builds as a customer's integration partner most often lead to a managed applications services arrangement (ASP services), or additional facilities management work.

Application Service Provisioning (ASP): For many SMEs the high cost of purchasing, maintaining and upgrading complex application software is being weighed against the option to leave those responsibilities with an ASP and simply rent the applications on a subscription basis. Quartet's network infrastructure is a hub from which it can offer its customers access to various software application packages. Quartet is offering ASP services and has expertise in a number of software application packages, including contact management and online training. As this market continues to expand, Quartet will continually deliver and support applications that have a broad-based appeal to its customer base.

Telephony: All Quartet telephony customers are provided with state-of-the-art handsets that ensure compatibility with the in-building full service switch equipment that Quartet owns and operates. Customers are assured of continuous upgrades in telephony equipment, which avoids the potential of obsolescence due to growth or technology changes. The telephony offering includes the traditional services of local dialtone, long distance and fax services as well as enhanced services such as unlimited voice mail, paging, conference calling, call forward, caller ID, call waiting, and dialback. Quartet is also positioned to begin delivering IP telephony services to its customer base in the near future. Unified messaging, which combines all voice mail, e-mail, fax and other messages onto the desktop, is in the testing phase with Nortel Networks for the shared tenant platform and will be made available during the coming year to customers using both Quartet's telephony and desktop/network management services.

E-Commerce and portal services: Quartet's Local Area Portal™ is the gateway to the Internet through the Quartet-managed desktop. The Local Area Portal™ homepage appears on all managed desktops and has several convenient uses for our client base. It is important to understand that Quartet supplies its customers with a heavily branded total work environment. The Portal is just another tool for customers to use as a work hub to navigate to their own partitioned network, applications delivered through our ASP services, their email, their other applications and to their local building community. Each of these services is designed to operate in this fashion because Quartet believes that any service supplied to the Company's client base should be of great convenience to them.